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बैंक ऑफ़ बड़ौदा Bank of Baroda

RECRUITMENT OF HUMAN RESOURCE ON FIXED TERM ENGAGEMENT ON CONTRACT BASIS FOR RECEIVABLES MANAGEMENT DEPARTMENTS IN BANK OF BARODA

BOB/HRM/REC/ADVT/2025/16

Online Registration of Application starts from : 19-11-2025	Last date for Submission of Application & Payment of fees: 09.12.2025

IMPORTANT TO NOTE

1.	The process of Registration of application is complete only when fee is deposited with the Bank through On-line mode on or before the last date for fee payment. Candidates are requested to note down the acknowledgement number and a copy of application form for their future reference.
2.	Before applying, candidates should ensure that they fulfill all the eligibility criteria for the post as on the date of eligibility.
3.	Short-listing and participation in interview / selection method will be purely provisional without verification of documents. Candidature will be subject to verification of details/documents as and when called by the Bank.
4.	Candidates are advised to check Bank's website (Current Opportunities) regularly for details and updates. All revisions/corrigendum/modifications (if any) will be hosted on the Bank's website only.
5.	All correspondence including Call letters/ Interview Dates/advices, wherever required, will be made only on the email ID mentioned by the candidate in their online application form and the same has to be kept active till completion of this recruitment process.
6.	Candidates against whom there is/ are adverse report regarding character & antecedents, moral turpitude are not eligible to apply for the post. If any such adverse orders / reports against the shortlisted/ selected candidates is found/ received by the Bank post their selection, their candidature/ services will be rejected forthwith.
7.	Only Candidates willing to serve anywhere in India, should apply.

1. Details of Positions & Eligibility Criteria (As on 01.11.2025):

S No	Position	Vacancies #	Age (in years)	Education Qualification *	Post Qualification Work Experience ^$
1	AVP - II- Zonal Receivables Manager	13	Min.: 35 Max.: 52	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline"	Minimum of 15 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry / Financial Recovery related service industries with 10 years' experience in managing debt collection/recovery/portfolio management/ asset quality management/collection related activities in any of the above mentioned industry.
2	AVP - I- Regional Receivables Manager	13	Min.: 30 Max.: 45	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE. Preferred : Post Graduate Diploma / MBA in any discipline"	Minimum of 10 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 5 years' experience in managing debt collection/recovery/portfolio management/ asset quality management/collection related activities in any of the above mentioned industry.
3	Area Receivables Manager in the grade of Deputy Manager	49	Min.: 26 Max.: 38	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline"	Minimum of 6 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 3 years' experience in managing debt collection/recovery/portfolio management/ asset quality management/collection related activities in any of the above mentioned industry.

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4	AVP - I- Compliance Manager	1	Min.: 30 Max.: 45	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline / Legal Background	Minimum of 10 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 5 years' experience in compliance management in any of the above mentioned industry
5	AVP - I- Complaint Manager	1	Min.: 30 Max.: 45	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : : Post Graduate Diploma / MBA in any discipline	Minimum of 10 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 5 years' experience in customer complaint management in any of the above mentioned industry
6	Process Manager in the grade of Deputy Manager	1	Min.: 25 Max.: 38	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline	Minimum of 5 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 2 years' experience in managing processes of collection/recovery/ portfolio management / asset quality management / collection related activities in any of the above mentioned industry.
7	Vendor Manager in the grade of Deputy Manager	1	Min.: 25 Max.: 38	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline	Minimum of 5 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary / Financial Allied Industry with 2 years' experience in managing vendor management processes in any of the above mentioned industry.
8	Floor Manager in the grade of Deputy Manager	3	Min.: 25 Max.: 38	Graduation in any discipline from a University / Institution recognized by the Govt. of India/ Govt. bodies/ AICTE Preferred : Post Graduate Diploma / MBA in any discipline	Minimum of 5 Years' experience cumulative in Bank/ NBFC / Financial Services/ Financial Institution / Insurance Industry / Financial intermediary /Telecom Industry / Financial Allied Industry with 2 years' working experience in call center customer facing function in any of the above mentioned industry.

Bank may modify the number of vacancies depending on its requirement.

* The educational qualifications must be from the college/university recognized by the Government of India/AICTE

^ Post-qualification experience of less than six months in any organization as on 01.11.2025 shall not be considered for determining eligibility, except when such experience is part of the current employment.

$ Experience in Clerical cadre would not be considered for determining eligibility.

2. **Credit History:** Candidates applying for the above positions must ensure they maintain a satisfactory credit history. A minimum CIBIL score of 680 or above is required at the time of joining. The minimum credit score requirement shall be in accordance with the Bank's policy, as amended from time to time.

   Candidates who have defaulted on repayment of loans or credit card dues, or against whose names adverse reports are available from CIBIL or any other external credit assessment / rating agencies, shall be deemed ineligible for appointment. The Bank reserves the right to reject the candidature at any stage, including after joining, if the credit profile is found to be unsatisfactory or inconsistent with the Bank's standards.

3. **<u>Roles & Responsibilities</u>**

   The detailed roles and responsibilities are appended herewith as Annexure-I. However, Bank reserves the right to modify and/or include any of the KRA(s) for any of the positions from time to time.

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4. Reservation in Posts (Wherever applicable):

SN	Department	Position	Vacancies	Roster Points						Out of which PwD			
				UR	SC	ST	OBC	EWS	Total	VI	HI	OD	ID
1	Receivables Management Department	Zonal Receivables Manager	13	0	4	2	5	2	13	1	0	0	0
2		Regional Receivables Manager	13	0	4	3	4	2	13	1	0	0	0
3		Area Receivables Manager	49	9	11	9	9	11	49	1	1	1	1
4		Compliance Manager	1	1	0	0	0	0	1	0	0	0	0
5		Complaint Manager	1	1	0	0	0	0	1	0	0	0	0
6		Process Manager	1	1	0	0	0	0	1	0	0	0	0
7		Vendor Manager	1	1	0	0	0	0	1	0	0	0	0
8		Floor Manager	3	2	0		1	0	3	0	0	0	0
Total			**82**	**16**	**19**	**14**	**19**	**15**	**82**	**3**	**1**	**1**	**1**

- A candidate can apply for only one post and not more than one application should be submitted by any candidate. In case of multiple Applications only the latest valid (completed) application will be retained and the application fee/intimation charges paid for the other multiple registration (s) will stand forfeited.

Abbreviations stand for: SC - Scheduled Caste, ST - Scheduled Tribe, OBC - Other Backward Classes, EWS – Economically Weaker Sections, UR- Unreserved, PWD - Persons with Disability, OH-Orthopedically Handicapped, HI – Hearing Impaired, VI- Visually Impaired, ID- Intellectually Disabled.

NOTE:

1. Please note that change of category submitted by the applicant will not be permitted at any stage after registration of online application.
2. Candidates belonging to OBC category but coming in the 'creamy layer' and/ or if their caste does not find place in the Central List are not entitled to OBC reservation and age relaxation. They should indicate their category as 'GENERAL' or GENERAL (OC/HI/VI/ID) as applicable.
3. Benefit of reservation under EWS category is permissible only upon production of an 'Income and Asset Certificate' issued by a Competent Authority in the format prescribed.
4. Caste/EWS/PWD certificate issued by Competent Authority on format prescribed by the Government of India will have to be submitted by the candidates applying under SC/ST/OBC/EWS/PWD category, while submitting their application/s.
5. The number of vacancies including reserved vacancies mentioned above are provisional and may vary according to the actual requirement of the Bank.
6. Reservation for PWD is horizontal and within the overall vacancies for the post.
7. Candidates seeking age relaxation will be required to submit copies of necessary certificate(s) at the time of Interview and/or at any subsequent stage of the recruitment process as and when required by Bank.
8. There is no reservation for Ex-Servicemen in Officers' Cadre.
9. Maximum age indicated is for General category candidates as on 01.11.2025. Relaxation in upper age limit will be available as detailed below.

4.1 Relaxation in Upper Age Limit (Wherever Applicable):

S.N.	Category	Age Relaxation (years)
1.	Scheduled Caste	5
2.	Scheduled Tribe	5
3.	Other Backward Classes (Non-Creamy Layer)	3
4.	Persons with Disability	Gen/EWS – 10, OBC – 13, SC/ST - 15
5.	Ex-servicemen, Commissioned Officers including Emergency Commissioned Officers (ECOs)/ Short Service Commissioned Officers (SSCOs) who have rendered at least 5 years military service and have been released on completion of assignment (including those whose assignment is due to be completed within one year from the last date of receipt of application) otherwise than by way of dismissal or discharge on account of misconduct or inefficiency or physical disability attributable to military service or invalidment	Gen/EWS – 5, OBC – 8, SC/ST – 10
6.	Persons affected by 1984 riots	5

The aforesaid Relaxation of Upper Age is applicable as per the Reservation Points available for different positions as mentioned above.

5. Remuneration & Location of Posting:

Remuneration: Remuneration will be offered based on candidate's qualifications, experience, overall suitability, last drawn salary of the candidate and market benchmark.

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Location of Posting: The place of posting will be depending upon the Bank's requirement from time to time. Selected Candidates shall be placed at any of its Offices/Branches in India. Bank may have the right to change or cancel any location based on staffing requirements. While applicants are required to indicate three preferred locations during the online application process, such preferences are not binding.

The Bank reserves the right to modify, add, or remove locations of posting and to alter the number of vacancies as per its business needs. Selected candidates are liable to be posted / transferred by the Bank at its absolute discretion to any of the branches/ offices of the Bank or to any place in India.

6. **Nature of Employment:**

Your engagement under the contract as an Officer on Contractual Basis (OCB) is for a period of -05- years effective from date of your joining in the Bank which can be subsequently renewed/extended, subject to your satisfactory performance and at the discretion of the Bank, for an additional maximum period of 5 years. In any case, the total period of contract shall not exceed 10 years.

Your engagement will automatically end on the expiry date of the contract unless renewed/ extended for a further period. However, the engagement is valid till maximum age of 60 years or end of the Fixed Term whichever is earlier.

7. **Application fees**:

- Rs.850/- (Inclusive of GST) + Payment Gateway Charges for UR, EWS & OBC candidates
- Rs.175/- (Inclusive of GST)+ Payment Gateway Charges for SC, ST, PWD, ESM/DESM & Women

The candidate is required to pay the non-refundable application fee/Intimation charges irrespective of whether online test is conducted or not and even if the candidate is shortlisted or not for the interview.

8. **Nationality / Citizenship: (as on 01.11.2025):**

A candidate must be either i) a Citizen of India or ii) a subject of Nepal or iii) subject of Bhutan or iv) a Tibetan refugee who came over to India before 1st January 1962 with the intention of permanently settling in India or v) a person of Indian origin who has migrated from Pakistan, Burma, Sri Lanka, East African Countries of Kenya, Uganda, the United Republic of Tanzania (formerly Tanganyika and Zanzibar), Zambia, Malawi, Zaire, Ethiopia and Vietnam with the intention of permanently settling in India.

Provided that a candidate belonging to categories (ii), (iii), (iv) & (v) above shall be a person in whose favour a certificate of eligibility has been issued by the Government of India. A candidate in whose case a certificate of eligibility is necessary may be admitted to the examination/ interview conducted by the Bank but on final selection, the offer of appointment may be given only after the Government of India has issued the necessary eligibility certificate to him.

9. **Eligibility Criteria:**

Candidates intending to apply for the above mentioned positions should ensure that they fulfill the minimum eligibility criteria specified:

Please note that the eligibility criteria specified herein are the basic criteria for applying for the post. Candidates must necessarily produce the relevant documents pertaining to category, nationality, age, educational qualifications, work experience etc. in original along with a photocopy thereof in support of their identity and eligibility as indicated in the online application form at the time of interview and/or any subsequent stage of the recruitment process as required by the Bank. Please note that no change of category will be permitted at any stage after registration of the online application and the result will be processed considering the category which has been indicated in the online application, subject to guidelines of the Government of India in this regard. Merely applying for the said post/ appearing for and being shortlisted in the Online examination and/or in the subsequent GD/interview and/ subsequent processes does not imply that a candidate will necessarily be offered employment in the Bank. No request for considering the candidature under any category other than in which applied will be entertained.

Note:

a. All the educational qualifications mentioned should be from a recognized University/ Institute/ Board recognized by Govt. of India/ approved by Govt. Regulatory Bodies. **Proper document from Board/ University / Regulatory Body has to be submitted at the time of application / interview / as and when called for by the Bank.** The date of passing the examination which is reckoned for eligibility will be the date of passing, appearing on the mark-sheet/ provisional certificate, issued by the University/Institute.
In case the result of a particular examination is posted on the website of the University/ Institute and web based certificate is issued then a certificate **in original** issued by the appropriate authority of the University/ Institute indicating the date of passing properly mentioned thereon will be reckoned for verification and for further process.

b. Candidates should indicate the percentage obtained in Graduation/Post Graduation calculated to the nearest two decimals in the online application. Where CGPA/ OGPA is awarded, the same should be converted into percentage and indicate the same in online application. If called for interview, the candidate will have to produce a certificate issued by the appropriate authority inter alia stating the norms of the University regarding conversion of grade into percentage and the percentage of marks scored by the candidate in terms of norms.

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c. Calculation of Percentage: The percentage of marks, unless mentioned by the University/ Board, shall be arrived at, by dividing the total marks obtained by the candidate in all the subjects in all semester(s)/ year(s) by aggregate maximum marks in all the subjects irrespective of honours/ optional/ additional optional subject, if any, multiplied by 100. This will be applicable for those Universities also where class/ grade is decided on the basis of Honours marks only. The fraction of percentage so arrived will be ignored i.e. 59.99% will be treated as less than 60% and 54.99% will be treated as less than 55%.

10. SELECTION PROCEDURE:

- Selection will be based on short listing and subsequent round of Personal Interview and/or any other selection method.
- Bank reserves the right to change (cancel/ modify/ add) any of the criteria, method of selection and provisional allotment etc.
- The Bank reserves its right to call candidates in a particular ratio, at its sole discretion, as per the Bank's requirement.
- Adequate number of candidates as decided by the Bank will be shortlisted based on their qualification, experience and overall suitability for Interview. Most suitable candidates will be called for the selection process (PI/any other selection method) and merely applying / being eligible for the post does not entitle the candidate to be eligible for the selection process.
- The qualifying marks in Interview/selection procedure will be decided by the Bank.
- A candidate should qualify in all the processes of selection i.e. Personal Interview and/or other selection method (as the case may be) and should be sufficiently high in the merit to be shortlisted for subsequent process.
- In case more than one candidate scores the cut off marks (common mark at cut off point), such candidates will be ranked according to their age in descending order.
- Candidates are advised to regularly keep in touch with the Bank's official website for details, updates and any information which may be posted for further guidance as well as to check their registered e-mail account from time to time during the recruitment process
- Bank reserves the right to consider the candidature of the candidate to any other position and/or location mentioned in this advertisement other than for which he/she has applied for, subject to the condition that the candidate fulfil the eligibility criteria prescribed for the position for which the candidate is considered for.
- Bank reserves the right to combine two or more similar position/s as one position, if necessitated.

10.1 Action Against Candidates Found Guilty of Misconduct/ Use Of Unfair Means

Candidates are advised in their own interest that they should not furnish any particulars that are false, tampered with or fabricated and **should not suppress any material information while submitting online application.** At the time of interview or in a subsequent selection procedure, if a candidate is (or has been) found guilty of –

i. Using unfair means or
ii. Impersonating or procuring impersonation by any person or
iii. Misbehaving in the interview hall or disclosing, publishing, reproducing, transmitting, storing or facilitating transmission and storage of contents of the test(s) or any information therein in whole or part thereof in any form or by any means, verbal or written, electronically or mechanically for any purpose or
iv. Resorting to any irregular or improper means in connection with his/ her candidature or
v. Obtaining support for his/ her candidature by unfair means, or
vi. Carrying mobile phones or similar electronic devices of communication interview hall, such a candidate may, in addition to rendering himself/ herself liable to criminal prosecution, be liable:
    a. to be disqualified from the examination for which he/ she is a candidate
    b. to be debarred either permanently or for a specified period from any examination conducted by Bank
    c. for termination of service, if he/ she has already joined the Bank.

While appearing for GD/PI, the candidate should produce valid prescribed documents given below. In the absence of documents candidature of the candidates shall be cancelled. Bank takes no responsibility to receive/ connect any certificate/remittance/ document sent separately.

10.2 Call Letters for Interview/ Any Other Selection Process

i. No hard copy of the call letter/ Information Handout etc. will be sent by post/ courier.
ii. Intimations will be sent through Notification on Bank's website and /or by email to the email ID registered in the online application form for this project. Bank will not take responsibility for late receipt/ non-receipt of any communication e-mailed/ sent via e-mail to the candidate due to change email address, technical fault or otherwise beyond the control of the Bank.
iii. Candidates are hence advised to regularly keep in touch with the Bank's official website for details, updates and any information which may be posted for further guidance as well as to check their registered e-mail account from time to time during the recruitment process.

10.3 Identity Verification

Documents to be produced:

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At the time of interview, the call letter along with a photocopy of the candidate's photo identity (**bearing the same name as it appears on the call letter**) such as PAN Card/Passport/ Driving License/ Voter's Card/ Bank Passbook with photograph/ Photo identity proof issued by a Gazetted Officer/ People's Representative along with a photograph / Identity Card issued by a recognized college/ university/ Aadhar card with a photograph/ Employee ID should be submitted to the invigilator for verification. The candidate's identity will be verified with respect to his/her details on the call letter and requisite documents submitted**. If identity of the candidate is in doubt the candidate may not be allowed to appear for the interview. Ration Card <u>will not be</u> accepted as valid id proof for this project.**

In case of candidates who have changed their name, they will be allowed only if they produce original Gazette notification / affidavit in original, mentioning the changed name.

10.4 List of Documents to be produced at various stages of the selection process (as applicable):

The following documents in original together with a self-attested photocopy in support of the candidate's eligibility and identity are to be invariably submitted at the time of interview failing which the candidate may not be permitted to appear for the interview. **Non submission of requisite documents by the candidate at the time of interview or as and when called by the Bank will debar his candidature from further participation in the recruitment process.**

i. Printout of the valid GD/ Interview Call Letter
ii. Valid system generated printout of the online application form
iii. Proof of Date of Birth (Birth Certificate issued by the Competent Municipal Authority or SSLC/ Std. X Certificate with DOB)
iv. Photo Identify Proof as indicated above.
v. Individual Semester/Year wise Mark sheets & certificates for educational qualifications including the final degree/diploma certificate. Proper document from Board/ University for having declared the result has to be submitted.
vi. Caste Certificate issued by competent authority, strictly in the prescribed format as stipulated by Government of India, in case of SC/ ST/OBC category candidates. (***as enclosed in the Annexures)***
vii. In case of candidates belonging to OBC category, certificate should specifically contain a clause that the candidate does not belong to creamy layer section excluded from the benefits of reservation for Other Backward Classes in Civil post & services under Government of India. OBC caste certificate containing the Non-creamy layer clause should be valid as on the date of interview if called for (issued within one year as on the date of advertisement).
viii. **<u>Caste Name mentioned in certificate should tally letter by letter with Central Government list / notification.</u>**
ix. Disability certificate in prescribed format issued by the District Medical Board in case of Persons with Benchmark Disability category. If the candidate has used the services of a Scribe at the time of online examination, then the duly filled in details of the scribe in the prescribed format.
x. An Ex-serviceman candidate has to produce a copy of the Service or Discharge Book along with pension payment order and documentary proof of rank last / presently held (substantive as well as acting) at the time of interview.
xi. Candidates serving in Government / Quasi Govt offices/ Public Sector Undertakings (including Nationalised Banks and Financial Institutions) are required to produce a "No Objection Certificate" from their employer at the time of interview, in the absence of which their candidature will not be considered and travelling expenses, if any, otherwise admissible, will not be paid.
xii. Persons falling in categories (ii), (iii), (iv) and (v) of Point 4.1 should produce a certificate of eligibility issued by the Govt. of India.
xiii. Relevant documents in support of the work experience declared, including appointment letter, salary slip, relieving letter (wherever applicable), etc.
xiv. Any other relevant documents in support of eligibility.

Note: Candidates will not be allowed to appear for the interview if he/ she fails to produce the relevant eligibility documents as mentioned above. Non production of relevant eligibility documents at the time of interview shall make the candidate ineligible for further process of recruitment.

The Competent Authority for the issue of the certificate to SC / ST / OBC / PERSONS WITH BENCHMARK DISABILITIES is as under (as notified by GOI from time to time):

<u>For Scheduled Castes / Scheduled Tribes / Other Backward Classes</u>: (i) District Magistrate / Additional District Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector / First Class Stipendiary Magistrate / City Magistrate / Sub-Divisional Magistrate (not below the rank of First Class Stipendiary Magistrate) / Taluk Magistrate / Executive Magistrate / Extra Assistant Commissioner (ii) Chief Presidency Magistrate/ Additional Chief Presidency Magistrate/ Presidency Magistrate (iii) Revenue Officer not below the rank of Tehsildar (iv) Sub-divisional officer of the Area where the candidate and or his family normally resides.

<u>For Persons with Benchmark Disabilities</u>: Authorized certifying authority will be the Medical Board at the District level consisting of Chief Medical Officer, Sub-Divisional Medical Officer in the District and an Orthopedic / Ophthalmic / ENT Surgeon or any person designated as certifying authority by appropriate government.

Candidates belonging to SC, ST, OBC, PWD categories have to submit certificates in support of it at the time of interview.

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11. HOW TO APPLY:

i. **Candidates are required to apply Online through website www.bankofbaroda.bank.in** from time to time under **Career section/web page → Current Opportunities No other means/ mode of application will be accepted.**

ii. **Candidates are required to have a valid personal email ID and Contact Number.** It should be kept active till completion of this recruitment project. Bank may send call letters for Personal interview and/or Selection Process on the registered Email ID. In case, a candidate does not have a valid personal email ID, he/she should create his/ her new email ID before applying.

a) GUIDELINES FOR FILLING ONLINE APPLICATION:

i. Candidates should visit Bank's website **www.bankofbaroda.bank.in/Career.htm** and register themselves online in the appropriate Online Application Format, available through the link being enabled on the Careers-> Current Opportunities on the Bank's website & pay the application fee using Debit Card / Credit Card / Internet Banking/ UPI etc.
ii. Candidates need to upload their Bio-data while filling online application. Candidates are also required to upload their scanned photograph, signature and other documents related to their eligibility. Please refer to Annexure II regarding scanning of photograph & signature and upload of documents.
iii. Candidates are advised to carefully fill in the online application themselves as no change in any of the data filled in the online application will be possible/ entertained. Prior to submission of the online application, candidates are advised to verify the details in the online application form and modify the same if required. No change is permitted after clicking on **SUBMIT** button. Visually Impaired candidates will be responsible for getting the details filled in/carefully verifying, in the online application and ensuring that the same are correct prior to submission as no change is possible after submission.
iv. The name of the candidate should be spelt correctly in the application as it appears in the certificates/ mark sheets. Any change/ alteration found may disqualify the candidature.
v. An online application which is incomplete in any respect and unsuccessful fee payment will not be considered as valid and will summarily be rejected.
vi. Candidates shall also be required to submit supporting documents such as Date of Birth Proof, Graduation/Mandatory Qualification Certificate/s, Other Certifications, Experience Letter, Document showing Break up of CTC, Latest Salary Slips, etc. at the time of submitting the online application form
vii. Candidates are advised in their own interest to apply online much before the closing date and not to wait till the last date to avoid the possibility of disconnection / inability / failure to log on to the website on account of heavy load on internet or website jam
viii. Bank of Baroda does not assume any responsibility for the candidates not being able to submit their applications within the last date on account of aforesaid reasons or for any other reason beyond the control of Bank of Baroda.
ix. Please note that all the particulars mentioned in the online application including Name of the Candidate, Category, Date of Birth, Post Applied for, Address, Mobile Number, Email ID, Centre of Examination, etc. will be considered as final and no change/modifications will be allowed after submission of the online application form. Candidates are hence requested to fill in the online application form with utmost care as no correspondence regarding change of details will be entertained. Bank will not be responsible for any consequences arising out of furnishing of incorrect and incomplete details in the application or omission to provide the required details in the application form.

b) PAYMENT OF FEES:

i. Application fees and Intimation Charges (Non-refundable) of Rs.850/- (Inclusive of GST) + Payment Gateway Charges UR /EWS /OBC candidates and Rs.175/- (Intimation charges only) (Inclusive of GST) + Payment Gateway Charges for SC/ ST/PWD/ESM/ DESM/ Women candidates will be applicable. Bank is not responsible if any of the candidates makes more than one payment/s and no request for refund of fees shall be entertained.
ii. Fee payment will have to be made online through payment gateway available thereat.
iii. After ensuring the correctness of the particulars of the application form, candidates are required to pay fees through the payment gateway integrated with the application. No change/edit will be allowed thereafter.
iv. The payment can be made by using Debit Card / Credit Card / Internet Banking etc. by providing information as asked on the screen. Transaction charges for online payment, if any, will be borne by the candidates.
v. On successful completion of the transaction, e-receipt and application form with the data entered by the candidate will be generated, which should be printed and retained by the candidate.
vi. If the online transaction is not successfully completed, please register again and make payment online.
vii. There is also a provision to reprint the application form containing fee details, at later stage.

c) GENERAL INFORMATION:

i. The selected candidate will be required to sign an employment contract.
ii. Candidates must ensure that they fully satisfy the prescribed eligibility criteria for the post as on the cut-off date, i.e., 01.11.2025. It is the sole responsibility of the applicant to verify their eligibility prior to submitting the application. Additionally, candidates must ensure that all information and particulars furnished in the application form are true, complete, and correct in all respects. If, at

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any stage of the recruitment process, it is found that a candidate does not meet the eligibility requirements, or has provided incorrect, false, or misleading information, or has suppressed any material fact(s), their candidature shall be summarily cancelled. If such discrepancies are discovered after appointment, the candidate's services shall be liable to termination without notice and without prejudice to any other legal or administrative action the Bank may initiate.

iii. In case of multiple applications, only the last valid (complete) application will be retained. Multiple appearance by a candidate for a single post in interview will be summarily rejected/candidature cancelled.

iv. Candidates serving in Govt./Quasi Govt. offices, Public Sector undertakings including Nationalised Banks and Financial Institutions are advised to submit 'No Objection Certificate' from their employer at the time of interview or as and when required by the Bank, failing which their candidature may not be considered. In case of selection, candidates will be required to produce relieving letter from the employer at the time of taking up the engagement and clearance from the respective authorities, wherever applicable.

v. Decisions of bank in all matters regarding eligibility, conduct of interviews, other tests and selection would be final and binding on all candidates. No representation or correspondence will be entertained by the bank in this regard.

vi. Intimations, wherever required will be sent through website notification and/or email and/ SMS only to the email ID and mobile number registered in the online application form. Bank shall not be responsible if the information/ intimations do not reach candidates in case of change in the mobile number, email address, technical fault or otherwise, beyond the control of Bank. Candidates are advised to keep a close watch on Bank's website www.bankofbaroda.bank.in from time to time under **Career section/web page → Current Opportunities** for latest updates.

vii. Any legal proceedings in respect of any matter of claim or dispute arising out of this advertisement and/or an application in response thereto can be instituted only in Mumbai and courts/tribunals/forums at Mumbai only shall have sole and exclusive jurisdiction to try any cause/dispute.

viii. The Bank reserves the right to modify the place of posting as per administrative requirements of the Bank from time to time.

ix. Any canvassing or creating influence for undue advantage shall lead to disqualification from the process.

x. Any request for change of date, time and venue for online examination and/or interview will not be entertained.

xi. A candidate should ensure that the signatures appended by him/her in all the places viz. in his/her call letter, attendance sheet etc. and in all correspondence with the bank in future should be identical and there should be no variation of any kind.

xii. The selected candidates will be governed by the service conditions as per the Bank's extant policies/guidelines, which include, but are not limited to, provisions related to probation, confirmation, resignation, disciplinary rules, and execution of service bonds, as amended from time to time.

12. ANNOUNCEMENTS:

All further Announcements/Addendum or Corrigendum (if any)/details pertaining to this process will only be published/ provided on authorized Bank's website www.bankofbaroda.bank.in from time to time under **Career section/web page → Current Opportunities.** No separate communication/intimation will be sent to the candidates who are not shortlisted/not selected in the process. All notification/communication placed on the Bank's website shall be treated as intimation to all the candidates who have applied for the said project.

Disclaimer: - Instances for providing incorrect information and/or process violation by a candidate detected at any stage of the selection process will lead to disqualification of the candidate from the selection process and he/she will not be allowed to appear in any of the recruitment process in the future. If such instances go undetected during the current selection process but are detected subsequently, such disqualification will take place with retrospective affect. **Clarifications/Decisions of the Bank in respect of all matters pertaining to this recruitment would be final and binding on all candidates.**

The Bank reserves the right to reject any application/candidature at any stage or cancel the conduct of interview/ any other selection process or increase/decrease the vacancies for any of the positions, as per the requirement of the Bank or to cancel the Recruitment Process entirely at any stage without assigning any reason.

Mumbai
18.11.2025

Chief General Manager
(HRM & Marketing)

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ANNEXURE I

ROLES AND RESPONSIBILITIES

Department – Receivables Management	
Name of Position	**Zonal Receivables Manager**
1.Risk and Portfolio Management	To Monitor and achieve risk targets and Benchmark.
	To manage loss and provisioning budgets
	To maintain collection tracker zone wise.
	Monitoring Goals/Targets.
	To ensure all assigned tasks are performed/completed within specified Time Period. (TAT)
	Effectively managing delinquent and NPA accounts.
2. People Management	Develop comprehensive leadership skill and propel to collections team.
	Train and impart functional training skill
	Focus on performance objectives and give periodic performance feedback.
	Displays sound professional behaviour and integrity in dealing with people both within and outside.
	Sets positive example and provides clear, specific performance feedback by effectively coaching and mentoring staff.
	Guides staff members through new tasks and activities.
	Ability to understand requirements of the field team in terms of MIS, Collection related support, like coordinating with central team for faster delivery of requirements.
	Ability to work within TAT and patience is a must. Proactively supporting collections field staff and meeting their requirements.
	To have review meets with NRM/RRMs/ARM's to understand the current status of monthly given targets set by the management.
3. Process Management , RIC and Audit	Ensure strict adherence to laid down collection processes.
	To support implement all process and closely monitor the implementation.
	To ensure all Audit compliances are met and timely feedback is given to concern team.
	To set monthly targets to achieve desired results by planning proper schemes, incentives to team.
	Coordinating with Sales, Business, and Credit Heads for better resolution and recovery planning.
	Agency, client visits on regular basis.
	To identify and highlight fraud cases if arises to NRM/Concern higher authority to take correct and right action against the same.
	Portfolio management-minimize flow, maximum recoveries (streamline process of collections).Drive product specific target.
	Team building- Setting middle level strategies
	Customer support, performance management, agency management.
	Compliance and process flow to be adhered.
	As and when the process starts Repossession and Settlement process to be followed as per the SOP.
4. Recruitment , Training and Development of team (On rolls, off rolls and outsourced)	Recruitment of staff with collection back ground, Training and development to the staff through Baroda Gurukul team. Training to outsourced agencies and the FOS about bank process, ensure code of conduct is being followed by all agencies and outsourced agencies as well.
5. Cross Functional Relationship	To provide support to business to grow as per plans by giving timely feedback on market on policies related to Risk. To give and seek timely feedback affecting the business profitability.Ensure there is healthy communication between Zones, Region, CREMON, sales and other function of the Bank.
Name of Position	**Regional Receivables Manager**
1. Risk and Portfolio Management	To Monitor and achieve risk targets and Benchmark.
	To manage loss and provisioning budgets
	To Manage costs.
2. People Management	Develop comprehensive leadership skill and propel to collections team.
	Train and impart functional training skill
	Focus on performance objectives and give periodic performance feedback.
	Need to focus on counselling the team and keeping them motivated
3. Process Management , RIC and Audit	Ensure strict adherence to laid down collection processes.
	To support implement all process and closely monitor the implementation.
	To ensure all Audit compliances are met and timely feedback is given to concern team.
	Weed out noncompliance from the system.
4. Recruitment , Training and Development of team (On rolls, off rolls and outsourced)	Retention and motivating team to get desired results. Training on products/ technology for better efficiencies. Adherences to Bank's code of conduct and collection code of conduct. Training to outsourced agencies, giving timely feedback on their performances. Ensure all code of conduct is being followed by all agencies and outsourced agencies as well.
5. Cross Functional Relationship	Ensure there is healthy communication between branches, CREMON, sales and other functions of the Bank.

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Name of Position	**Area Receivables Manager**
1. Risk and Portfolio Management	Bucket wise targets to be achieved.
	Optimum collection efficiency with minimal costs. Take support from strategy and telecalling support functions in the vertical.
	To manage and ensure NCL within budgeted numbers. To manage of strategic relationship.
2. People Management	Develop good leadership skill and propel the collection team
	Train and impart functional training skill
	Focus on performance deliverables and give periodic performance feedback.
3. Process Management , RIC and Audit	Ensure strict implementation of laid down collection processes
	To ensure 100% compliances on all processes
	To ensure all RIC and Audit reports are satisfactorily reverted back with timely responses.
	Their suggestion are taken up for further improvement in process control.
	To Ensure all queries/issues/complaints to be resolved and to be taken care within the TAT.
	To make sure all payments claimed by agencies, clients, vendors to be submitted and paid within time/fixed TAT.
4. Recruitment , Training and Development of team (On rolls, off rolls and outsourced)	Training and development of team.
	Ensure adherences to Bank code of conduct and collection code of conduct.
	Recruitment of outsourced agencies, their training, giving timely feedback on their performances.
	Ensure all code of conduct is being followed by all agencies and outsourced agencies.
5. Cross Functional Relationship	Ensure there is healthy communication between Region, branches, CREMON and other functions.
Name of Position	**Compliance Manager**
1. Regulatory Compliance:	Ensure adherence to RBI guidelines, banking regulations, debt collection laws, and other applicable regulations.
	Monitor and update policies to ensure compliance with current regulations.
	Conduct regular audits of debt collection processes.
	Ensure proper documentation for compliance with legal standards.
2. Risk Management:	Identify risks in debt collection processes and recommend mitigation strategies.
	Conduct internal investigations in case of non-compliance or fraudulent activities.
	Develop risk assessment models for evaluating collection strategies.
3. Reporting and Monitoring:	Prepare compliance reports for senior management and regulatory authorities.
	Monitor trends in debt collection to ensure fairness and transparency.
	Provide feedback to internal teams on compliance improvements.
4. Training and Development:	Develop training programs on regulatory updates and compliance practices.
	Ensure staff is well-trained on compliance procedures and ethical standards.
5. Customer Grievance Handling:	Establish an efficient grievance redressal mechanism for customer complaints related to collections.
6. Ethics and Fair Practices:	Ensure alignment with fair debt collection principles.
	Oversee adherence to customer protection norms, avoiding harassment.
7. Internal Collaboration:	Collaborate with Legal, Risk, and Operations teams to align collection practices with compliance.
	Liaise with regulatory bodies during audits or inspections.
Name of Position	**Complaint Manager**
1. Complaint Resolution:	Oversee and manage the end-to-end process of customer complaints, ensuring timely investigation, resolution, and follow-up.
	Collaborate with various departments to gather information and provide solutions to customer issues.
	Ensure all complaints are resolved in compliance with regulatory guidelines and internal policies.
2. Customer Interaction:	Act as the main point of contact for escalated complaints and sensitive issues.
	Maintain professional communication with customers and stake holders throughout the resolution process.
	Provide information with clear explanations of outcomes, addressing concerns, and enhancing the overall banking experience.
3. Process Improvement:	Analyze complaint trends to identify areas of improvement.
	Work closely with the Collections team, central complaints department and implement corrective measures.
	Recommend and initiate changes to procedures and SOPs to enhance customer satisfaction.
4. Regulatory Compliance:	Ensure all complaint-handling procedures adhere to relevant banking regulations (e.g., RBI guidelines).
	Maintain accurate records of complaints and resolutions for audit and compliance purposes.
	Stay updated on regulatory changes and ensure the team is informed of new requirements.
5. Reporting & Analysis:	Prepare regular reports on complaint volumes, trends, resolution times, and customer satisfaction scores.
	Present findings to senior management and provide recommendations for further improvements.
	Ensure feedback loops are established for recurring issues to prevent future complaints.
	Present findings to senior management and provide recommendations for further improvements.
	Ensure feedback loops are established for recurring issues to prevent future complaints.
6. Risk Management:	Identify and mitigate risks related to debt collection processes, including operational, reputational, and compliance risks.
	Develop contingency plans for high-risk scenarios and ensure all processes are equipped to handle fluctuations in debt portfolios or external market changes.
Name of Position	**Process Manager**
1. Process Design & Optimization:	Develop, document, and implement standard operating procedures (SOPs) for debt collection processes to ensure consistency and efficiency.
	Continuously review and analyze current debt collection processes to identify bottlenecks, inefficiencies, and areas for improvement.

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	Collaborate with cross-functional teams to redesign processes and ensure seamless integration with other departments (e.g., risk, compliance, IT).
2. Performance Monitoring & Reporting:	Establish and monitor key performance indicators (KPIs) to measure the effectiveness of debt collection processes.
	Analyze performance data to identify trends, assess the efficiency of processes, and provide actionable insights to improve collection rates.
	Prepare and present reports to senior management on process performance, areas for improvement, and implementation of new initiatives.
3. Regulatory Compliance:	Ensure that all debt collection processes comply with relevant banking regulations (e.g., RBI guidelines) and internal policies
	Regularly review and update processes to remain aligned with regulatory changes, ensuring legal and ethical standards are met.
	Work closely with compliance and legal teams to ensure all collection practices are fair and transparent.
4. Process Improvement Initiative:	Lead process improvement projects using methodologies such as Lean, Six Sigma, or other continuous improvement frameworks.
	Introduce technology-driven solutions to automate and streamline debt collection processes.
	Identify opportunities to reduce operational costs while maintaining or improving collection performance.
5. Vendor Management:	Coordinate with external collection vendors to ensure alignment with internal processes and standards
	Monitor vendor performance, ensuring compliance with SLAs and adherence to approved debt collection practices.
	Implement process controls to ensure vendor activities are efficiently integrated into the overall collection strategy.
6. Risk Management:	Identify and mitigate risks related to debt collection processes, including operational, reputational, and compliance risks.
	Develop contingency plans for high-risk scenarios and ensure all processes are equipped to handle fluctuations in debt portfolios or external market changes.
7. Stakeholder Collaboration:	Work closely with key stakeholders, including risk, finance, IT, legal, and compliance teams, to ensure that processes align with overall business goals.
	Coordinate with the MIS team to ensure accurate reporting and data-driven decision-making for process improvements.
	Implement process controls to ensure vendor activities are efficiently integrated into the overall collection strategy.
6. Risk Management:	Identify and mitigate risks related to debt collection processes, including operational, reputational, and compliance risks.
	Develop contingency plans for high-risk scenarios and ensure all processes are equipped to handle fluctuations in debt portfolios or external market changes.
Name of Position	**Vendor Manager**
1. Regulatory Compliance:	Ensure adherence to RBI guidelines, banking regulations, debt collection laws, and other applicable regulations.
	Monitor and update policies to ensure compliance with current regulations.
	Conduct regular audits of debt collection vendor & processes.
	Ensure proper documentation for compliance with legal standards of each vendor.
2. Risk Management:	Identify risks in vendor collection processes and recommend mitigation strategies to vendor magement.
	Conduct internal investigations in case of non-compliance or fraudulent activities of vendor & FOS.
3. Reporting and Monitoring:	Prepare Vendor visit & compliance reports for senior management and regulatory authorities.
	Monitor Vendor performance in debt collection to ensure improvement in it.
	Provide feedback to internal teams on compliance improvements.
4. Training and Development:	Develop training programs on regulatory updates and Vendor & FOS.
	Ensure Vendor FOS staff is well-trained on compliance procedures and ethical standards.
5. Customer Grievance Handling:	Establish an efficient grievance redressal mechanism for customer complaints related to collections.
6. Ethics and Fair Practices:	Ensure alignment with fair debt collection principles.
	Oversee adherence to customer protection norms, avoiding harassment.
7. Internal Collaboration:	Collaborate with Legal, Risk, and Operations teams to align collection practices with compliance.
	Liaise with regulatory bodies during audits or inspections.
Name of Position	**Floor Manager**
1. Team Management:	Lead, drive target achievement, provide training, ensure compliance of banks and regulatory guidelines.
2. Debt Collection	Oversee strategies, monitor reports, implement corrective measures.
3. Performance	Prepare reports, set KPIs, monitor productivity.
4. Customer Interaction:	Handle escalations, resolve disputes, ensure satisfaction.
5. Compliance:	Ensure RBI compliance, maintain audit documentation.
Operational Efficiency:	Optimize call operations, work with IT for system functionality.
Reporting:	Generate and present performance reports.

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ANNEXURE II

GUIDELINES FOR UPLOADING THE PHOTOGRAPH, SIGNATURE & OTHER DOCUMENTS

The following documents are required to be uploaded by the candidate:

- Resume (PDF)
- DOB Proof: 10th marksheet/ certificate (PDF)
- Educational Certificates: Relevant Mark-Sheets/Certificate (PDF) (All Educational Certificates should be scanned in a single PDF file)
- Work experience certificates (PDF) if applicable (PDF)
- Caste/ Category Certificate (PDF) if applicable (PDF)
- PWD certificate, if applicable (PDF)

Before applying online, a candidate will be required to have scanned (digital) image of the above documents as per the specifications given below:-

- All Documents must be in PDF format.
- Page size of the document to be A4.
- Size of the file should not be exceeding 500 KB.
- In case of Document being scanned, please ensure it is saved as PDF and size not more than 500 KB as PDF. If the size of the file is more than 500KB, then adjust the setting of the scanner such as the DPI resolution, no. of colors etc., during the process of scanning. Please ensure that Documents uploaded are clear and readable.

GUIDELINES FOR SCANNING THE PHOTOGRAPH (4.5cmX3.5cm) & SIGNATURE:

Before applying online, a candidate will be required to have a scanned (digital) image of his/ her photograph and signature as per the specifications given below:-

(i) Photograph Image :-

- Photograph must be a recent passport style colour picture.
- Make sure that the picture is in colour, taken against a light coloured, preferably white background.
- Look straight at the camera with a relaxed face.
- If the picture is taken on a sunny day, have the sun behind you, or place yourself in the shade, so that you are not squinting and there are no harsh shadows.
- If you have to use flash, ensure there's no "red-eye".
- If you wear glasses make sure that there are no reflections and your eyes can be clearly seen.
- Caps, hats and dark glasses are not acceptable, religious headwear is allowed but it must not cover your face.
- Dimensions 200 x 230 pixels (preferred)
- Size of the file should be between 20kb – 50kb.
- Ensure that the size of the scanned image is not more than 50kb. If the size of the file is more than 50kb, then adjust the settings of the scanner such as the DPI resolution, no of colours etc during the process of scanning.

(ii) Signature Imaging :-

- The applicant has to sign on white paper with Black Ink Pen.
- The signature must be signed only by the applicant and not by any other person.
- The signature will be used to put on the Call letter and wherever necessary.
- If the applicant's signature on the answer script at the time of the examination does not match the signature on the Call letter, the applicant will be disqualified.
- Dimensions 140 x 60 pixels (preferred)
- Size of the file should be between 10kb – 20kb.
- Ensure that the size of the scanned image is not more than 20kb.
- **Signature in CAPITAL LETTERS shall NOT be accepted**

(iii) Guidelines for scanning of photograph, signature & documents :-

1. Set the scanner resolution to a minimum of 200 dpi (dots per inch).
2. Set the colour to True Colour
3. Crop the image in the scanner to the edge of the photograph/ signature, then use the upload editor to crop the image to the final size (as specified above).
4. The image file should be JPG or JPEG format. An example file name is: image01.jpg or image01.jpeg. Image dimensions can be checked by listing the folder files or moving the mouse over the file image icon.
5. Image dimensions can be checked by listing the folder/ files or moving the mouse over the file image icon.
6. Candidates using MS Windows/ MSOffice can easily obtain photo and signature in .jpeg format not exceeding 50kb and 20kb respectively by using MS Paint or MSOffice Picture Manager. Scanned photograph and signature in any format can be saved in .jpg format by using 'Save As' option in the File menu and size can be reduced below 50kb (photograph) & 20kb

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(signature) by using crop and then resize option (Please see point (i) & (ii) above for the pixel size) in the 'Image' menu. Similar options are available in other photo editor also.

7. If the file size and format are not as prescribed, an error message will be displayed.
8. While filling in the Online Application Form, the candidate will be provided with a link to upload his photograph and signature.

PROCEDURE FOR UPLOADING THE PHOTOGRAPH, SIGNATURE & DOCUMENTS :-

(i) There will be separate links for uploading Photograph, Signature & Documents.
(ii) Click on the respective link 'Upload'.
(iii) Browse and select the location where the scanned photograph, signature or document files has been saved.
(iv) Select the file by clicking on it & click the 'Upload' button.
(v) Click Preview to confirm the document is uploaded and accessible properly before submitting the application. If the file size and format are not as prescribed, an error message will be displayed.
(vi) Once uploaded/ submitted, the Documents uploaded cannot be edited/ changed.
(vii) After uploading the photograph/ signature in the online application form candidates should check that the images are clear and have been uploaded correctly. In case the photograph or signature is not prominently visible, the candidate may edit his/ her application and re-upload his/ her photograph or signature, prior to submitting the form. If the face in the photograph or signature is unclear the candidate's application may be rejected.

Your Online Application will not be registered unless you upload your photograph, signature & documents as specified.

Note :-

1. *In case the face in the photograph or signature or documents is unclear, the candidate's application may be rejected.*
2. *After registering online, candidates are advised to take a printout of their system generated online application forms.*

In case, the photograph or signature or documents is/ are not prominently visible, the candidate may edit his/her application and re-load his/ her photograph or signature or documents, prior to submitting the form.

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ANNEXURES - FORMS

FORM OF CERTIFICATE TO BE PRODUCED BY A CANDIDATE BELONGING TO SCHEDULED CASTE OR SCHEDULED TRIBE IN SUPPORT OF HIS / HER CLAIM.

1.This is to certify that Sri / Smt / Kum*_____ son / daughter* of_____ of village / town* _____ in District / Division*_____of the State / Union Territory*_____belongs to the _____Caste/Tribe* which is recognized as a Scheduled Caste/ Scheduled Tribe* under :

* The Constitution (Scheduled Castes) Order, 1950 ;
* The Constitution (Scheduled Tribes) Order, 1950 ;
* The Constitution (Scheduled Castes)(Union Territories)Orders, 1951 ;
* The Constitution (Scheduled Tribes)(Union Territories)Order, 1951 ;

[as amended by the Scheduled Castes and Scheduled Tribes lists Modification) Order,1956; the Bombay Reorganisation Act, 1960; the Punjab Reorganisation Act 1966, the State of Himachal Pradesh Act, 1970, the North-Eastern Areas (Reorganisation)Act, 1971, the Constitution (Scheduled Castes and Scheduled Tribes) Order (Amendment) Act,1976, The State of Mizoram Act, 1986, the State of Arunachal Pradesh Act, 1986 and the Goa, Daman and Diu (Reorganization) Act, 1987.],:

* The Constitution (Jammu and Kashmir) Scheduled Castes Order,1956 ;
* The Constitution (Andaman and Nicobar Islands) Scheduled Tribes Order, 1959 as amended by the Scheduled Castes and Scheduled Tribes Orders (Amendment) Act, 1976 ;
* The Constitution (Dadra and Nagar Haveli) Scheduled Castes Order, 1962 ;
* The Constitution (Dadra and Nagar Haveli) Scheduled Tribes Order, 1962 ;
* The Constitution (Pondicherry) Scheduled Castes Order 1964;
* The Constitution (Uttar Pradesh) Scheduled Tribes Order,1967;
* The Constitution (Goa, Daman and Diu) Scheduled Castes Order, 1968 ;
* The Constitution (Goa, Daman and Diu) Scheduled Tribes Order, 1968 ;
* The Constitution (Nagaland) Scheduled Tribes Order, 1970 ;
* The Constitution (Sikkim) Scheduled Castes Order, 1978 ;
* The Constitution (Sikkim) Scheduled Tribes Order, 1978 ;
* The Constitution (Jammu and Kashmir) Scheduled Tribes Order, 1989 ;
* The Constitution (Scheduled Castes) Orders (Amendment)Act, 1990;
* The Constitution (ST) Orders (Amendment) Ordinance, 1991 ;
* The Constitution (ST) Orders (Second Amendment) Act,1991 ;
* The Constitution (ST) Orders (Amendment) Ordinance, 1996;
* The Scheduled Caste and Scheduled Tribes Orders (Amendment) Act 2002;
*The Constitution (Scheduled Castes) Order (Amendment) Act, 2002;
*The Constitution (Scheduled Caste and Scheduled Tribes) Order (Amendment) Act, 2002;
*The Constitution (Scheduled Caste) Order (Second Amendment) Act, 2002].

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 # 2. Applicable in the case of Scheduled Castes / Scheduled Tribes persons , who have migrated from one State / Union Territory Administration.

This certificate is issued on the basis of the Scheduled Castes / Scheduled Tribes* Certificate issued to Shri / Smt / Kumari* _____Father /Mother* of Sri / Smt / Kumari*_____-_____of village / town_____in District/Division*_____of the State/Union Territory*_____ who belong to the_____ Caste / Tribe* which is recognized as a Scheduled Caste/Scheduled Tribe* in the State/Union Territory* issued by the _____[Name of the authority] vide their order No. _____ dated _____.

3.Shri/Smt/Kumari*_____and/or* his/her* family ordinarily reside(s) in village/town*_____ of_____ District / Division* of the State / Union Territory* of _____

Signature _____

Designation _____

Place:
Date :

[With seal of Office]
State/Union Territory

Note : The term "Ordinarily resides" used here will have the same meaning as in Section 20 of the Representation of the Peoples Act, 1950.

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* Please delete the words which are not applicable.
# Delete the paragraph which is not applicable.

List of authorities empowered to issue Caste / Tribe Certificates:

1. District Magistrate / Additional District Magistrate / Collector / Deputy Commissioner / Additional Deputy Commissioner / Deputy Collector/I Class Stipendiary Magistrate / Sub-Divisional Magistrate / Extra-Asst. Commissioner / Taluka Magistrate / Executive Magistrate.

2. Chief Presidency Magistrate/ Additional Chief Presidency Magistrate / presidency Magistrate.

3. Revenue Officer not below the rank of Tehsildar.

4. Sub-Divisional Officers of the area where the candidate and / or his family normally resides.

Note : The Certificate is subject to amendment/modification of Scheduled Castes and Scheduled Tribes lists from time to time

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FORM OF CERTIFICATE TO BE PRODUCED BY
OTHER BACKWARD CLASSES APPLYING FOR APPOINTMENT
TO POSTS UNDER THE GOVERNMENT OF INDIA

This is to certify that Sri / Smt. / Kumari_____son/daughter of _____ of village/Town _____District/Division _____ in the State/ Union Territory_____ belongs to the _____community which is recognized as a backward class under the Government of India, Ministry of Social Justice and Empowerment's Resolution No. _____dated _____*. Shri/Smt./Kumari _____and/or his/her family ordinarily reside(s) in the _____District/Division of the _____State/Union Territory. This is also to certify that he/she does not belong to the persons /sections (Creamy Layer) mentioned in column 3 of the Schedule to the Government of India, Department of Personnel & Training OM No.36012/22/93- Estt.[SCT], dated 8-9-1993 **.

Dated : **District Magistrate**

Deputy Commissioner etc.

Seal

*** - the authority issuing the certificate may have to mention the details of Resolution of Government of India, in which the caste of the candidate is mentioned as OBC.**

****- As amended from time to time.**

Note:- The term "Ordinarily" used here will have the same meaning as in Section 20of the Representation of the People Act, 1950.

The Prescribed proforma shall be subject to amendment from time to time as per Government of India Guidelines.

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Logo of Government of India	Logo of Department of Empowerment of Persons with Disabilities, GoI	Logo of Respective State or Union Territory

Department of Empowerment of Persons with Disabilities, Ministry of Social Justice and Empowerment, Government of India

Form-V

Disability Certificate

(In case of Single Disability) [See rule 18(1)]

(Name and Address of the Medical Authority Issuing the Certificate)

Recent passport size photograph (Showing face only) of the person with disability

Certificate/UDID No. Date of Issue :

This is to certify that I/we have carefully examined <Name of the applicant>, Son/Daughter/Care of < name of father/mother/guardian> , Date of Birth (DD/MM/YYYY), Gender < Male/Female/Transgender> , Registration No. <UDID Enrolment No.> Resident of < address of PwD> whose photograph is affixed above, and I am /we are satisfied that:

(A) He/She is a case of (Any one of the following disabilities):

i. Locomotor Disability
ii. Muscular Dystrophy
iii. Leprosy Cured
iv. Dwarfism
v. Cerebral Palsy
vi. Acid Attack Victim
vii. Low Vision
viii. Blindness
ix. Hearing Impairment
x. Speech and Language Disability
xi. Intellectual Disability
xii. Specific Learning Disabilities
xiii. Autism Spectrum Disorder
xiv. Mental Illness
xv. Chronic Neurological Conditions
xvi. Multiple Sclerosis
xvii. Parkinson's Diseases
xviii. Haemophilia
xix. Thalassemia
xx. Sickle Cell Disease

(B) Name of affected body part:

(C) The diagnosis in his/her case is

(D) He/She has ____% (in figure) _____ percent (in words) disability and the nature of certificate is {Permanent / temporary and valid till (DD/MM/YYYY) } as per the guidelines for the purpose of assessing the extent of specified disability in a

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person included under the Rights of Persons with Disabilities Act, 2016 notified by Government of India vide <Notification No> dated (DD/MM/YYY).

Signature / Thumb impression of the Person with Disability:

Signature of notified Medical Authority Member(s):

Signature:

Name and Address of the Medical Authority Issuing the Certificate:

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Logo of Government of India	Logo of Department of Empowerment of Persons with Disabilities, GoI	Logo of Respective State or Union Territory

Department of Empowerment of Persons with Disabilities,
Ministry of Social Justice and Empowerment, Government of India

Form-VI

Disability Certificate

(In case of Multiple Disabilities) [See rule 18(1)]

(Name and Address of the Medical Authority issuing the Certificate)

Recent passport size photograph (Showing face only) of the person with disability

Certificate/UDID No. Date of Issue:

This is to certify that we have carefully examined <Name of the applicant>, Son/Daughter/Care of <write name of father/mother/guardian> , Date of Birth (DD/MM/YYYY) , Gender< Male/Female/Transgender > , Registration No. <UDID Enrolment No.> Resident of < address of PwD> whose photograph is affixed above, and we are satisfied that:

(A) He/She is a case of **Multiple Disabilities**. His/her extent of physical impairments/ disabilities have been evaluated as per the guidelines for the purpose of assessing the extent of specified disability in a person included under the Rights of Persons with Disabilities Act, 2016 notified by Government of India vide <Notification No> dated (DD/MM/YYY) for the disabilities below:

S. No.	Disability	Name of Affected Body Part	Diagnosis	Disability Percentage
1.	Locomotor Disability			
2.	Muscular Dystrophy			
3.	Leprosy Cured			
4.	Dwarfism			
5.	Cerebral Palsy			
6.	Acid Attack Victim			
7.	Low Vision			
8.	Blindness			
9.	Hearing Impairment			
10.	Speech and Language Disability			
11.	Intellectual Disability			
12.	Specific Learning Disabilities			
13.	Autism Spectrum Disorder			
14.	Mental Illness			
15.	Chronic Neurological Conditions			

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16.	Multiple Sclerosis			
17.	Parkinson's Diseases			
18.	Haemophilia			
19.	Thalassemia			
20.	Sickle Cell Disease			

(Note: Only the disabilities diagnosed will be listed)

(B) He/She has _____% (in figure) _____percent (in words) overall disability and the nature of certificate is { permanent/ temporary and valid till (DD/MM/YYYY) }

Signature / Thumb impression of the Person with Disability:
Signature of notified Medical Authority Members:

Signature:
Name and Address of the Medical Authority Issuing the Certificate:

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बैंक ऑफ़ बड़ौदा Bank of Baroda

FORM OF CERTIFICATE TO BE PRODUCED BY CANDIDATE APPLYING UNDER ECONOMINCALLY WEAKER SECTION

Government of ……
(Name & Address of the authority issuing the certificate)

INCOME & ASSET CERTFICATE TO BE PRODUCED BY ECONOMICALLY WEAKER SECTIONS

Certificate No. _____ Date:_____

VALID FOR THE YEAR _____

This is to certify that Shri/Smt./Kumari _____ son/daughter/wife of _____permanent resident of _____, Village, Street _____Post Office _____ District in the State / Union Territory _____ Pin Code _____ whose photograph is attested below belongs to Economically Weaker Sections, since the gross income* of his/her 'family'** is below Rs. 8 lakh (Rupees Eight Lakh only) for the financial year _____. His/her family does not own or possess any of the following assets***:

I. 5 acres of agricultural land and above;
II. Residential flat of 1000 sq. ft. and above;
III. Residential plot of 100 sq. yards and above in notified municipalities;
IV. Residential plot of 200 sq. yards and above in areas other than the notified municipalities.

2. Shri/Smt./Kumari _____ belongs to the _____ caste which is not recognized as a Scheduled Caste, Scheduled Tribe and Other Backward Classes (Central List).

Signature with Seal of Office _____
Name_____
Designation_____

Recent Passport size attested photograph of the applicant

*Note1: Income covered from all sources i.e. salary, agriculture, business, profession, etc.
**Note 2: The term 'Family' for this purpose include the person, who seeks the benefit of reservation, his/her parents and siblings below the age of 18 years as also his/her spouse and children below the age of 18 years
***Note 3: The property held by a 'Family' in different locations or different places/cities have been clubbed while applying the land or property hold test to determine the EWS status

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